



## **CITTIO Introduces Slingshot Kit—Enabling MSPs to Deliver Network and Systems Monitoring as a Service**

*Profit-Building Package Includes Software, Financing, Technical and Sales Support*

**SAN FRANCISCO, CA — May 30, 2006** — CITTIO Inc., the award-winning innovation leader in Network and Systems Monitoring software, today unveiled its Managed Service Provider (MSP) Slingshot Kit. This end-to-end software, financing, technical and sales support package is designed to accelerate the path to profit and affordably meet the needs of MSPs looking to broaden their service offerings and strengthen customer relationships. The kit is also targeted at Systems Integrators and Value-Added Resellers (VARs) who are considering the Managed Services model as a way to increase their competitiveness.

The CITTIO MSP Slingshot Kit enables MSPs, whose margins are shrinking because of aggressive pricing practices, to drive revenue by offering Network and Systems Monitoring as a service. The kit allows them to provide a robust solution to companies that might otherwise not be able to afford such a high level of protection. In addition, by gaining a view into their customers' network operations, MSPs can proactively deliver additional services and product upgrades before jobs are put out for bid.

"We looked at several network and systems monitoring solutions and selected CITTIO for both technical and business reasons," said John Hudson, president of Computers & Networks Unlimited. "For a very affordable price, we can deliver truly enterprise-class services, including the standard 'break/fix,' as well as higher service level agreements. CITTIO really understands our challenges and has been instrumental in organizing everything from financing to sales training and technical support. With the CITTIO Slingshot Kit, we 'just add water' with our own execution to create a profitable service that is optimized for our multi-site, multi-client environment."

"MSPs now constitute a third of our customer base," said Jamie Lerner, president and CEO of CITTIO. "Dozens of MSPs are already seeing a significant stream of revenue from using WatchTower® as the backbone of network monitoring and management services. It's not unusual for a CITTIO MSP customer to make upwards of \$40K a month on network monitoring services alone. Our Slingshot Kit is a fast and focused way for a MSP to build business and recurring revenue as well as increase customer loyalty."

### **WatchTower for MSPs**

WatchTower is a cost-effective, robust and easy-to-use Network and Systems Monitoring software solution for large and mid-sized operations. Designed by data center managers and networking professionals, WatchTower helps companies increase data center productivity, manage distributed systems, reduce downtime, and generate business value from the network. Platform agnostic and fully Web-based, WatchTower empowers MSPs to create healthy incremental revenue from monitoring their customers' networks. It includes a complete set of enterprise-class capabilities, including agent-free discovery, built-in alarms and notifications, automatic latency monitoring, graphing, thresholding, and integration with the Safari line of technical publications.

In particular, WatchTower's multi-tenancy capability makes it possible for MSPs to offer advanced monitoring and management functionality to multiple customers from a single system, while also giving customers who request it access to their unique data.

## **A Complete MSP Business Solution**

The CITTIO MSP Slingshot Kit packages CITTIO's award-winning WatchTower software with compelling features that include:

- **Business Expertise** – A dedicated CITTIO sales team assists MSPs with identifying and closing sales as well as up-selling. In addition, CITTIO experts provide MSPs with solutions to a wide range of business issues, including assistance with determining competitive pricing, setting discount strategies, and pricing for particular regional markets and solution sets.
- **Low-Risk Financing** – CITTIO offers financing that allows MSPs to add capacity as they build the business rather than making a significant up-front investment.
- **Go-To-Market Strategy for Services** – CITTIO helps MSPs define product segmentation and package various service offerings. CITTIO also provides professionally-produced collateral that enhances MSP sales efforts and can easily be co-branded or customized.
- **Pre- and Post-Implementation Support** – CITTIO provides MSPs with an easy-to-follow WatchTower QuickStart Guide and also is available to support partners with technical issues during and after implementation.

## **About CITTIO, Inc.**

CITTIO, Inc. is the award-winning innovation leader in Network and Systems Monitoring software. Based on a 100 percent Java architecture, only WatchTower® delivers a fully bundled software solution, including a web server, an embedded database, and a management portal, providing complete functionality for operating a network data center. The unique monitoring capabilities of WatchTower®, coupled with powerful automation technology, provide IT managers and network technicians alike with a simple and complete solution for data center management. CITTIO's customers include industry-leading companies such as Blue Cross/Blue Shield of Hawaii, Capitol Advantage, DemandTec, Five Mile Capital, National Parks Conservation Association, Pacific Sunwear, and The Gymboree Corporation. For more information, please visit the CITTIO website [www.cittio.com](http://www.cittio.com).

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